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ISD NEWS AND VIEWS

A PUBLICATION OF THE INFORMATION CENTER BUREAU
MONTANA DEPARTMENT OF ADMINISTRATION

INFORMATION SERVICES DIVISION

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DEADHEAD

NEWS

Information Technology in State Government

A report on statewide information system plans titled Information Technology in Montana State Government is available from the Resource Management Unit. For more information, call them at 444-2868.

New Microcomputer Support Specialist

The Information Center has a new Microcomputer Support Specialist--Gale Kramlick. Gale comes to the Information Center from the Department of Commerce with a wide variety of microcomputer experience. Gale joins Ron Heilman and Brett McAlister in the Microcomputer Support Section and she can be reached at 444-2974.

ATMS to be Removed

On June 1, 1987, the Advanced Text Management System (ATMS) will no longer be available on the state mainframe computer.

Documents are being moved or converted to other various word processing packages. Any questions or concerns should be directed to Jeanette Rushford or Dave Marshall at 444-2973.

LOTUS 1-2-3 Upgrades for \$125.00 Discontinued

The Lotus 1-2-3 upgrades from Property and Supply for \$125.00 has been discontinued.

New 1-2-3 Release 2.01 packages are available from Property and Supply for \$327.50. If additional information is needed on ordering Lotus 1-2-3, contact Property and Supply at 444-4514.

Personal Services/PC available from IBM

Property and Supply has temporarily discontinued stocking Personal Services/PC (PS/PC). PS/PC can be ordered from the local IBM office. The following are a few changes that one should be aware of:

1. Following normal purchasing procedures, there will be a delivery time of approximately 10 to 14 days. Plan accordingly so this will not cause problems.
2. The price will differ from Property and Supply's price. Contact IBM for an exact quote.

Call IBM at 444-5000 for any additional information on ordering PS/PC.

Mainframe Support

The Information Center Bureau's mainframe product support includes training and first level troubleshooting on the following products or systems:

Operating system error messages and Job Control Language.

SAS (Statistical Analysis System) software & JCL.

CULPRIT report writer & JCL.

DYL260 report writer.

TSO/ISPF and SDSF on IBM 3270-type terminals.

Micro to mainframe communications using PANLINK or IBM 3270 emulation.

For more information on mainframe support, contact Gary Wulf at 444-2555 or Randy Holm at 444-2824.

Displaywrite 4 Announced

IBM has announced the availability of Displaywrite 4 word processing software for the microcomputer. Displaywrite 4 contains all the functions of Displaywrite 3 with the following new features:

- o Streamlined user interface with help facility
- o Enhanced document creation, revision and editing facility
- o Enhanced data import
- o Voice/audio support
Note: Voice/Audio support requires the addition of hardware and software features in order to utilize this capability amounting to approximately \$805.00 plus a speaker and microphone for each microcomputer. Your PC along with any PC you communicate with would have to have these features in order for the Voice/Audio support to be useful.
- o Enhanced document interchange and print support

Existing users of Displaywrite 3 Version 1.0 or 1.1 can upgrade their software for a one-time charge of \$175.00 for Version 1.0 and \$75.00 for Version 1.1 until July 31, 1987. After this date no allowance for upgrade will be given and the software will sell for \$495.00.

The Information Center has obtained a copy of Displaywrite 4 and demonstrations will be given upon request. If you decide to upgrade, the proper forms are available at our office. Please call 444-2921 if you would like a demonstration or additional information.

FEATURES

Free Upgrade Demonstrations: WordPerfect 4.2 and PFS:Professional File

The Information Center will be supporting the most current versions of the WordPerfect and PFS software. For those of you who are upgrading your software, we will be running a series free upgrade demonstrations to familiarize you with the differences you will encounter with the new versions.

WordPerfect 4.2 demonstrations will take place on February 25, 1987 in Room 25 of the Mitchell Building. Two demonstrations are scheduled. Please call to make a reservation as space is limited. More demonstrations will be scheduled if necessary.

DEMO 1: 8:30 am to 10:00 am

DEMO 2: 10:30 am to 12:00 noon

PFS Professional File replaces both PFS:File and PFS:Report. Demonstrations will be on March 13, 1987 in Room 25 of the Mitchell Building. Two demonstrations are scheduled. Please call to make a reservation as space is limited.

DEMO 1: 8:30 am to 10:00 am

DEMO 2: 10:30 am to 12:00 noon

Please call Wendy Wheeler at 444-2856 for reservations.

Software Upgrades

As agencies buy more microcomputer software they are confronted with a regular request by the manufacturer for more money - in the form of a new upgrade. Why should I pay? Why do software publishers do this? There are many reasons for a manufacturer to continually upgrade their product line. Some of the more important ones are: to respond to user requests for additional features, to take advantage of new technological advances in hardware and software and in some cases to correct bugs or incompatibilities that may exist in current software.

The increase in microcomputer and software acquisitions in the State of Montana have made software upgrades a major issue due to the fact that there are now so many software packages. Although the cost in many cases may be \$50 or less for a single package, when multiplied by twenty or thirty packages the cost becomes a major concern. For an organization with a large installed base of software a considerable budget is needed to maintain the most current release of their microcomputer software. Cost is not the only issue, coordinating and installing the upgrade can be a very trying experience.

Many agencies are inclined to say; we don't have the budget, we don't want to disrupt our users with implementation of a new release, or we don't feel the new features justify an upgrade, therefore we will not upgrade and will continue to use this release. Long range consequences from this decision must be carefully considered.

The biggest disadvantage of not maintaining the current release is that future upgrade offers may only be valid for one or two releases back. As a result, if the software is not current enough to be upgraded, it may cost the full price of the package to obtain the most current release. For example, to upgrade from Displaywrite 3 ver 1.1 to Displaywrite 4, costs \$75. To upgrade from Displaywrite 2 to Displaywrite 4 would cost the full retail price of \$495 since no upgrade path is available for Displaywrite 2. If ten packages needed to be upgraded the cost would be \$750 for Displaywrite 3 upgrades as opposed to \$4,950 for Displaywrite 2 upgrades. The old release will also not be supported which may mean that no one will be available for help or questions.

Compatibility is another major concern. All new purchases will have to be for the new release. If old users don't upgrade, everyone in an organization will not be using the same release of the software. There will be incompatibilities between the different releases. For example, macros written in Lotus 1-2-3 release 2.01 will not function properly in 1-2-3 release 1A. Compatibility with the rest of the world is also of concern. New areas of application development, publications, user groups and training material will focus on the most current release.

Each user and each upgrade is a different issue. While in general the Information Center recommends keeping software at current release levels, a specific situation may require other factors to be more heavily weighted. The risks should be well understood by those making the decision. If you have questions on software upgrades, current release levels, or what future software upgrades may bring, call Ron Heilman at 444-2924.

Dept/Division	User ID	Address	User Name	Word Processing
Admin/Accounting	ADACAD01	DSVHOST	Kathy Fabiano	WordPerfect
Admin/Arch&Engr.	ADAEAD01	DSVHOST	Tom O'Connell	Displaywrite3
" "	ADAEAD02	DSVHOST	Jean Christofferson	Displaywrite3
Admin/Central Serv	ADCSBA01	DSVHOST	Karen Munro	WordPerfect
" "	ADCSBA02	DSVHOST	Earl Zuelke	WordPerfect
" "	ADCSPO01	DSVHOST	Jim Nys	WordPerfect
Admin/Director	ADDODR01	DSVHOST	Ellen Feaver	Displaywrite3
" "	ADDODR02	DSVHOST	Dave Ashley	Displaywrite3
" "	ADDODR04	DSVHOST	Marv Eicholtz	Displaywrite3
" "	ADDODR05	DSVHOST	Nan LeFebvre	Displaywriter
Admin/General Serv	ADGSAD01	DSVHOST	Deane Blanton	Displaywrite3
" "	ADGSAD02	DSVHOST	Sue Campbell	Displaywrite3
Admin/Info Serv	ADISAD01	DSVHOST	Mike Trevor	WordPerfect
" "	ADISAD02	DSVHOST	Sharon Gosnell	WordPerfect
" "	ADISAD03	DSVHOST	Jim Christnacht	WordPerfect
" "	ADISAD04	DSVHOST	Linda Cuchine	WordPerfect
" "	ADISIC01	DSVHOST	Dave Marshall	WordPerfect
" "	ADISIC02	DSVHOST	Pat Emineth	Displaywrite3
" "	ADISIC08	DSVHOST	Teri Lundberg	WordPerfect
" "	ADISIC09	DSVHOST	Jeanette Rushford	WP and DW3
" "	ADISIC10	DSVHOST	Mel Liston	WP and DW3
" "	ADISIC11	DSVHOST	Sandi Coyle	WP and DW3
" "	ADISIC90	DSVHOST	Text Unit	WP and DW3
" "	CZ0055	DSVHOST	Colin Jenkins	WordPerfect
" "	ADISRM01	DSVHOST	Amy Palmer	WordPerfect
" "	ADISRM02	DSVHOST	Mary Olson	WordPerfect
" "	ADISRM03	DSVHOST	Al Tompkins	WordPerfect
Admin/Info Serv/SDB	ADISSD01	DSVHOST	Jeff Brandt	WordPerfect
" "	ADISSD90	DSVHOST	Lois Lebahn	WordPerfect
" "	ADISSD02	DSVHOST	Sharon Ranstrom	WordPerfect
Admin/Info Serv/Tele	ADISTC01	DSVHOST	Tony Herbert	WordPerfect
" "	ADISTC02	DSVHOST	Dennis Sheline	WordPerfect
" "	ADISTC03	DSVHOST	Carl Hotvedt	WordPerfect
" "	ADISTC90	DSVHOST	Phyllis Ballenger	WordPerfect
Admin/Prsnl/Director	ADPDAD01	DSVHOST	Laurie Ekanger	Displaywrite3
" "	ADPDAD02	DSVHOST	Ginny Kalchbrenner	Displaywrite3
Admin/Prsnl/Classif	ADPDCA01	DSVHOST	John McEwen	WordPerfect
Admin/Prsnl/Empl Rel	ADPDER01	DSVHOST	Mark Cress	Displaywrite3
Admin/Prsnl/Lab Rel	ADPDLR01	DSVHOST	Rodney Sunsted	WordPerfect
Admin/Prsnl/Word Proc	ADPDWP01	DSVHOST	Bev Pickett	Displaywriter
Admin/Purchasing	ADPUAD01	DSVHOST	Mike Muszkiewicz	Displaywrite3
Admin/Tort Claims	ADTCA001	DSVHOST	John Maynard	Displaywrite3
Governor's/OBPP	GOOBPP01	DSVHOST	Terry Johnson	WordPerfect
Highways/Billings	HWBLGS	DSVHOST	Billings District	Displaywriter
" /Butte	HWBUTTE	DSVHOST	Butte District	"
" /GT. Falls	HWGFALL	DSVHOST	Great Falls District	"
" /Missoula	HWMSLA	DSVHOST	Missoula District	"
" /Glendive	HWGLNDV	DSVHOST	Glendive District	"
" /Helena	HWHLNA1	DSVHOST	Helena Headquarters	"
" "	HWHLNA2	DSVHOST	Helena Headquarters	"
" "	HWTHIRD	DSVHOST	Environmental Unit	WordPerfect
Revenue/Director	REDO080	LOCNAA	Debbie Hanna	DOSF
Revenue/Data Process	REDP051	LOCNAA	Sharon Beaver	DOSF
" "	REDP061	LOCNAA	Mike Zahn	DOSF
" "	REDPOP01	DSVHOST	Bill Gilleland	WordPerfect
" "	REDPOP02	DSVHOST	Mark Johnson	WordPerfect

 * FEBRUARY CLASSES *

State Data Network Classes

Feb 18 (p.m.) Personal Services/PC
 Feb 20 (p.m.) Personal Manager
 Feb 23 Basic Terminal Skills (currently at maximum
 enrollment - next class scheduled for April 17)
 Feb 26-27 Training & Computers Seminar

Microcomputer Classes

Feb 4 Fundamentals of DOS
 Feb 5 Introduction to Displaywrite3
 Feb 9, 10 Beginning Microcomputer Skills
 Feb 11 (a.m.) Macro Feature of Lotus 1-2-3
 Feb 17-18 Introduction to Lotus 1-2-3
 Feb 19-20 Introduction to WordPerfect
 Feb 24 Using IBM Token Ring

 * MARCH CLASSES *

Microcomputer Classes

Mar 9, 10 Beginning Microcomputer Skills
 Mar 11-12 Introduction to Lotus 1-2-3
 Mar 16 Intermediate DOS
 Mar 19-20 Introduction to WordPerfect
 Mar 23-24 Advanced Features of WordPerfect
 Mar 25-26 Advanced Features of Lotus 1-2-3

TRAINING SCHEDULE

STATE DATA NETWORK CLASSES

USING PERSONAL SERVICES/PC (PS/PC): presented by Jeanette
Rushford of the Information Center

DATE: February 18, 1987
TIME: 1:00 pm to 4:30 pm
PLACE: Room 25, Mitchell Building
COST: \$35.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills and
experience with either WordPerfect or
Displaywrite3
CANCELLATION DATE: February 11, 1987

PS/PC allows you to electronically send and receive messages or files. A document created by either WordPerfect or Displaywrite3 can be distributed to any other person also using PS/PC by going through DISOSS on the state's mainframe.

To use PS/PC you must have the Personal Services/PC software, the IBM PC 3270 Emulation Program and adapter, and a coaxial cable or phone line connecting your PC to the mainframe.

PERSONAL MANAGER (PM): presented by Teri Lundberg of the
Information Center

DATE: February 20, 1987
TIME: 1:30 pm to 3:30 pm
PLACE: Room 25, Mitchell Building
COST: \$25.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills or Basic
Terminal Skills
CANCELLATION DATE: February 13, 1987

Personal Manager is a calendaring product available to anyone who can establish a session with the mainframe. It is used for scheduling meetings (for yourself and others), reserving resources like conference rooms and even taking telephone messages.

TRAINING & COMPUTERS SEMINAR: presented by Elliott Masie of the
Sagamore Institute

DATE: February 26 and 27, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Rm 136, Mitchell Building
COST: \$200.00 to \$335.00 depending on number
PREREQUISITE: Involvement in technical training,
presentation or support
CANCELLATION DATE: February 11, 1987

This class will be of great benefit to anyone involved in training computer users in a classroom, small group, or one-on-one situation. Some of the topics include:

- How people learn about computers
- Motivating people to use computers effectively
- Adult learning principals
- Establishing reasonable expectations for trainers
- Training to reduce resistance
- Hands-on involvement
- Increasing retention and transfer
- Assessing training needs
- Creating an effective course design
- Effective handouts and training aids
- Monitoring effectiveness of training

Elliott Masie is a nationally known trainer and consultant and is an outspoken advocate of upgrading computer training. More detailed course information is available from Wendy Wheeler at 444-2856.

MICROCOMPUTER CLASSES

> > * * * NEW CLASS * * * < <

USING THE IBM TOKEN RING NETWORK: presented by Ron Heilman of
the Information Center

DATE: February 24, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
COST: \$50.00
LIMIT: 10
PREREQUISITE: Beginning Micro Skills and Token Ring
user
CANCELLATION DATE: February 16, 1987

This class is for those using the Token Ring to share access to
programs, files and printers. The main topics to be covered are:

Introduction to basic network concepts and terminology
Advantages and disadvantages to networking
What is a Token Ring Network and how does it work?
How to perform common network tasks using the network menus
(e.g. messaging, cancelling print jobs, etc.)
Simple problem and error determination
Sharing files and programs with the network
Some network management considerations

NOTE: This class is not intended for network system
administrators or network programming staff. Contact Ron Heilman
at 444-2924 if you have any questions.

BEGINNING MICROCOMPUTER SKILLS: presented by the staff of the
Information Center

DATE: (one day only) March 9, 1987
March 10, 1987
TIME: 8:15 a.m. to 4:30 p.m.
PLACE: Room 25, Mitchell Building
COST: \$50.00
LIMIT: 10
PREREQUISITE: None
CANCELLATION DATE: March 2, 1987

This course will give participants brief hands-on experience with
microcomputers. Topics to be covered:

The machine
The operating system
Word processing
Spreadsheets and graphics
File management
Communications

All class time will be spent using microcomputers and software. The participant will learn what microcomputers can do and how to approach them with a positive attitude. This course or its equivalent is a prerequisite for other microcomputer courses.

> > * * * NEW CLASS * * * < <

INTERMEDIATE DOS: presented by Brett McAlister of the
Information Center

DATE: March 16, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
COST: \$50.00
LIMIT: 10
PREREQUISITE: Fundamentals of DOS or appropriate
experience
CANCELLATION DATE: March 9, 1987

This class is designed to follow the Information Center's "Fundamentals of DOS" class. It is not designed for programmers and does not intend to teach all the advanced features of the operating system.

The topics that are covered in "Intermediate DOS" are:

ATTRIB	MODE
DISKCOMP	SELECT
REPLACE	SET
JOIN	XCOPY
LABEL	

Other features of the Disk Operating System that will be discussed are:

Filters (FIND, MORE)
Batch File Creation (EDLIN, Batch file commands)

If you have any questions, please contact Brett McAlister at 444-2044.

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WORD PROCESSING CLASSES

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INTRODUCTION TO WORDPERFECT: presented by Melanie Liston of the
Information Center

DATE: February 19 and February 20, 1987
 * or * March 19 and 20, 1987
TIME: 8:30 am to 3:30 pm on first day
 8:30 am to noon on second day
PLACE: Room 25, Mitchell Building
COST: \$75.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills
CANCELLATION DATE: February 12, 1987
 March 12, 1987

This course is intended for anyone interested in learning the basics of WordPerfect. This class will concentrate on text creation, use of function keys, editing, formatting, printing, filing, and retrieving documents. Merging documents, macro creation, block functions and use of the spell checker are also covered.

ADVANCED FEATURES OF WORDPERFECT: presented by Brett McAlister
of the Information Center

DATE: March 23 and March 24, 1987
TIME: 8:30 am to 3:00 pm on the first day
 8:30 am to 12:00 noon on the second day
PLACE: Room 25, Mitchell Building
COST: \$75.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills and
 Introduction to WordPerfect
CANCELLATION DATE: March 16, 1987

For those already using WordPerfect, the advanced class will cover headers, footers, footnotes, page numbering and column generation. WordPerfect's math functions, sorting capabilities and dual document editing are also covered.

INTRODUCTION TO DISPLAYWRITE 3: presented by Gale Kramlick of the Information Center

DATE: April 10, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
COST: \$50.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills or equivalent
CANCELLATION DATE: April 3, 1987

Displaywrite 3 is IBM's microcomputer word processing package. This course will introduce the professional to DW3's comprehensive menu structure, cover the basics of creating, revising, paginating and printing documents.

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SPREADSHEET CLASSES

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INTRODUCTION TO LOTUS 1-2-3: presented by Wendy Wheeler or Brett McAlister of the Information Center

DATE: February 17 and February 18, 1987
 * or * March 11 and March 12, 1987
TIME: 8:30 am to 3:30 pm on the first day
 8:30 am to 12:00 noon the second day
PLACE: Room 25, Mitchell Building
COST: \$75.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills
CANCELLATION DATE: February 10, 1987
 March 4, 1987

This course is designed for anyone with little or no previous 1-2-3 or microcomputing experience.

INTRODUCTION TO LOTUS 1-2-3 will concentrate on 1-2-3 spreadsheet creation and editing. Building formulas, using functions, formatting information, the 1-2-3 command structure and the creation of graphics is covered. Printing spreadsheets and graphs is also included. The more advanced features such as macro programming and database commands are covered in other classes.

Class format consists of lecture and hands-on practice followed by lab time on actual agency spreadsheets for further experience.

MACRO PROGRAMMING WITH LOTUS 1-2-3: presented by Wendy Wheeler
of the Information Center

DATE: February 11, 1987
TIME: 8:30 am to 12:00 pm
PLACE: Room 25, Mitchell Building
COST: \$35.00
LIMIT: 10
PREREQUISITE: Intro to Lotus or equivalent experience
CANCELLATION DATE: February 4, 1987

The macro programming capabilities of 1-2-3 can help you automate 1-2-3 tasks, saving time and keystrokes. A macro is a sequence of keystrokes and commands stored in your worksheet for execution when desired.

This class is for 1-2-3 users who have no previous macro experience. Through lecture, video and hands-on practice, participants will learn to write and document timesaving macros.

ADVANCED FEATURES OF LOTUS 1-2-3: presented by Ron Heilman of
the Information Center

DATE: March 25 and March 26, 1987
TIME: 8:30 am to 4:30 pm on the first day
LAB 1: 8:30 am to 12 noon on March 26
* or * LAB 2: 1:00 pm to 4:30 pm on March 26
PLACE: Room 25, Mitchell Building
COST: \$75.00
LIMIT: 10
PREREQUISITE: Introduction to Lotus 1-2-3 and Beginning
Microcomputer Skills
CANCELLATION DATE: March 18, 1987

This course is designed for anyone who is using 1-2-3 for basic spreadsheet work. Features not covered in the introductory class will be included (ex: protection status, range names, combining files, etc). Advanced features such as one and two-way sensitivity analysis tables and database commands will be covered in detail.

Class consists of lecture, hands-on practice, lab work or question and answer period if time permits.

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COMPUTER BASED TRAINING

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The following tutorials are available in the Computer Based Training Lab located in Room 24 of the Mitchell Building. The tutorials are either diskette or video-based. All are designed for individual study and self-pacing. Tutorials available in the CBT lab include:

Using Displaywrite 3
Disk Operating System (DOS)
Intro to Lotus 1-2-3
Macro Programming & Advanced Lotus 1-2-3
Typing Instructor
Teach Yourself WordPerfect

Call the Information Center at 444-2856 to reserve time.

FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS
CANCELLATIONS ARE MADE BY THE DATE FOR EACH CLASS.

ISD ENROLLMENT APPLICATION
(FOR ALL COURSES)

PLEASE COMPLETE THE FOLLOWING APPLICATION AND RETURN
TO INFORMATION SERVICES DIVISION

COURSE: _____

DATE: _____

STUDENT: _____

AGENCY/DIVISION: _____

MAILING ADDRESS: _____

PHONE: _____

ISD BILLING NUMBER: _____

SOC SEC NO (FOR P/P/P): _____

AUTHORIZED SIGNATURE: _____

HAVE YOU MET THE PREREQUISITES FOR THIS COURSE? PLEASE
EXPLAIN GIVING JOB EXPERIENCE OR CLASS WHEN APPLICABLE

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